

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

STARRED QUESTION NO:313

ANSWERED ON:13.08.2001

TELEPHONE COMPLAINTS

DILIP KUMAR MANSUKHLAL GANDHI;VILAS BABURAO MUTTEMWAR

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the fault rate of telephone has gone up in Delhi and Mumbai and the complaints are not being attended to promptly despite repeated requests;
- (b) whether a special cell is operating in his office for registering such complaints;
- (c) if so, the number of complaints registered in the complaint cell during the last six months from January to June, 2001; and
- (d) the action taken against the concerned zonal authorities for the delayed action in attending to the complaints?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARR QUESTION NO. 313 FOR 13th AUGUST, 2001 REGARDING TELEPHONE COMPLAINTS.

MTNL has brought down fault-rate from 30.34% in 1999-2000 to 25.47% in 2000-2001 in Delhi and from 13.3% in 1999-2000 to 11.03% in 2000-2001 in Mumbai. While generally faults are being attended to promptly, except in respect of faults due to damage of underground cables where rectification takes time, appropriate action is also taken against those found responsible for the delays in promptly rectifying the faults.

A Public Grievance (PG) Cell is operating in the office of Minister of Communications (MOC). Faults related to MTNL, Delhi are booked directly into MTNL's computerized fault repair system by MOC (PG) Cell. The faults are instantaneously transferred to respective sectional fault control centre of Area General Managers and made over to the line staff. Though most of the faults are rectified promptly, in cases where the faults are due to cable breakdown, some delays occur.

Total number of complaints registered in this Cell during the period January to June, 2001 is 1,81,805.